



The Global Standard for Procurement and Supply

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Leading global excellence in procurement and supply

Segment 9.1 People in Procurement and Supply

Level: Tactical

Theme: Developing Teams & Individuals

Knowledge: Will know and understand	Capabilities: Will be able to
<p>The personal knowledge, understanding and capabilities required to support the achievement of the aims of procurement and supply</p>	<p>Demonstrate personal knowledge, understanding and capabilities to further the aims of procurement and supply</p>
<p>The roles of staff with devolved responsibilities for procurement and supply</p>	<p>Advise other members of staff with responsibilities for procurement and supply activities to ensure they comply with organisational procedures and processes. To work towards achieving value outcomes when procuring goods and services</p>
<p>People, objectives and the structure of procurement and supply in organisations</p>	<p>Explain the roles of people involved in procurement and supply activities, and the structure and objectives of the procurement and supply function</p>
<p>Procurement and supply as a service function</p>	<p>Work with internal stakeholders efficiently and effectively to promote customer support and service</p>

Knowledge: Will know and understand	Capabilities: Will be able to
<p>The importance of liaising with internal customers and other stakeholders to understand their commercial needs for the procurement of goods and services, including:</p> <ul style="list-style-type: none"> • Pricing • Quality • Delivery • Quantities • Place 	<p>Establish and document the commercial needs of internal customers and other stakeholders for the procurement of goods and services</p>
<p>The importance of resolving conflict with internal stakeholders in procurement and supply</p>	<p>Take appropriate action with internal stakeholders to resolve any conflicts about differing priorities or requirements</p>

Related CIPS Knowledge Links

[Leadership and Promotion of Procurement and Supply Management -](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/)

<http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/>

[Value Generation - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Value-Generation1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Value-Generation1/)

[Influencing Skills - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Influencing-Skills/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Influencing-Skills/)

[Stakeholders - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/)

[Procurement Team - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Procurement-Team/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Procurement-Team/)

[Conflict Resolution - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Conflict-Resolution/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Conflict-Resolution/)

Segment 9.2 Teams in Procurement and Supply

Level: Tactical

Theme: Developing Teams & Individuals

Knowledge: Will know and understand	Capabilities: Will be able to
The classification of internal and external stakeholders and the roles they play in procurement and supply activity	Recognise the contribution that both internal and external stakeholders make to decision making in procurement and supply
The use of classification tools and frameworks to assess stakeholders	Use tools and frameworks to classify stakeholders
The use of cross functional teams in procurement and supply	Develop positive relationships with team members and other stakeholders, demonstrating behaviours consistent with a professional procurement and supply chain function
Barriers to team working	Recognise the existence of barriers to team working and take action to address resistance and conflict between team members
Team working in procurement and supply	Contribute to the achievement of team activities for procurement and supply
Characteristics of successful teams	Work to achieve positive relationships with other team members

Knowledge: Will know and understand	Capabilities: Will be able to
The communication cycle	Ensure that all communications are appropriate and prompt, providing accurate and timely flows of information
The use of mobile technologies, video conferencing and collaboration tools for communication with stakeholders	Use mobile technologies, video conferencing and collaboration tools to communicate with stakeholders

Related CIPS Knowledge Links

[Stakeholders - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/)

[Procurement Policy Development - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Procurement-policy-development1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Procurement-policy-development1/)

[Influencing Skills - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Influencing-Skills/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Influencing-Skills/)

[Leadership and Promotion of Procurement and Supply Management - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/)

[Conflict Resolution - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Conflict-Resolution/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Conflict-Resolution/)

[Procurement Team - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Procurement-Team/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Procurement-Team/)

[Management and Leadership - Tools and Templates - https://www.cips.org/knowledge/procurement-topics-and-skills/people-and-skills/leadership-and-promotion-of-procurement-and-supply-management1/leadership-tools/](https://www.cips.org/knowledge/procurement-topics-and-skills/people-and-skills/leadership-and-promotion-of-procurement-and-supply-management1/leadership-tools/)

[Procurement Team - http://www.cips.org/en-gb/knowledge/procurement-topics-and-skills/procurement-organisation/procurement-team/#tabs-2](http://www.cips.org/en-gb/knowledge/procurement-topics-and-skills/procurement-organisation/procurement-team/#tabs-2)